

Tuxedo Avenue and Russell Avenue, Parma Area Gas Pipeline Replacement Project

Frequently Asked Questions

Columbia Gas will be replacing the natural gas pipeline system in your neighborhood beginning late Spring 2013. This important project includes upgrading your natural gas system with new pipelines that will provide safe and reliable service to you for many years to come.

To provide you with the new pipeline system, Columbia Gas will need to conduct the following work:

- **REPLACE the main line.** This pipe usually runs underneath your street or alley.
- **REPLACE the service line.** This pipe runs from the main line to the meter that serves your home or business.
- **RELOCATE any indoor gas meters** to the outside of the home or business if not already outside.

We realize that a project of this scope often raises a lot of questions, and we're committed to answering all of them. Below are answers to questions that we know you will have. We also are including ways for you to get up-to-date information about the project in person and on the phone.

When will this project start?

This project is expected to begin late Spring 2013. We will notify you before the work directly impacting you begins, and a Columbia Gas representative will be available on site to provide you with updates throughout the construction process.

How long will it take?

We anticipate that work on your property will be completed in one day, however, the entire project is scheduled to be complete by the end of the year as we will be replacing more than 29,000 feet of pipe in your neighborhood. Approximately 930 customers will benefit from this investment. There may be some temporary disruptions in traffic, but no closures are anticipated.

Will I have to pay for this replacement?

The cost of building, maintaining and replacing the pipeline system is shared by all customers and is part of the monthly bill you pay. You won't have to pay specifically for this improvement to your neighborhood. This project will cost approximately \$3.7 million.

Why do you need to move my meter?

An outdoor meter eliminates the risk of shut-off due to access issues, and provides first responders with easy access to your meter in an emergency. This is a safety enhancement and a convenience to our customers.

Will you need to dig in my yard—and if so, who's going to fix it?

Because all natural gas pipelines are buried, some digging will be necessary. We pledge to do as little digging as possible. Please be assured that Columbia Gas will restore any landscaping or disruptions to property that occur as a result of the work as soon as weather permits. Initial restoration, such as leveling of surfaces, will be completed as the project progresses.

How can I get answers to my specific questions?

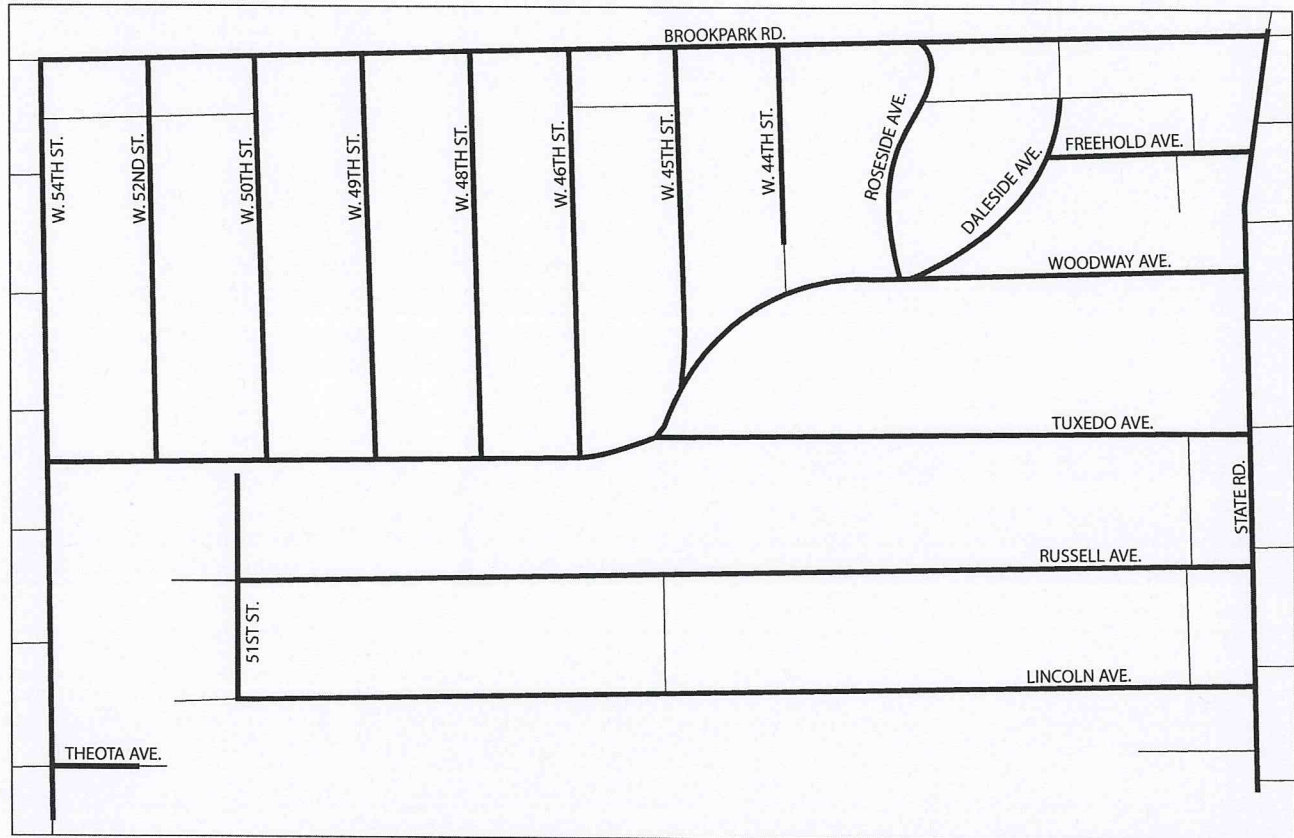
You can ask the Columbia Gas representative who will be in your neighborhood, call our customer service center at 800-344-4077, or visit us online at ColumbiaGasOhio.com to access this list of questions and answers and to view a video, "Replacing Your Pipeline."

—OVER FOR MORE DETAILS—

Tuxedo Avenue and Russell Avenue, Parma Area Gas Pipeline System Replacement Project

Below is a map of the area where we will be working.

We know you will have many questions, and we intend to answer all of them. A Columbia Gas representative will be on site throughout the project to answer your questions or you can call 800-344-4077.



Work will be done on these streets

- | | | | |
|--------------------|--------------------|--------------------|--------------------|
| • Brookpark Road | • Daleside Avenue | • Freehold Avenue | • Lincoln Avenue |
| • Rosedale Avenue | • Russell Avenue | • State Road | • Theota Avenue |
| • Tuxedo Avenue | • West 44th Street | • West 45th Street | • West 46th Street |
| • West 48th Street | • West 49th Street | • West 50th Street | • West 52nd Street |
| • West 54th Street | | • Woodway Avenue | |

Columbia Gas[®]
of Ohio

A NiSource Company

This information is also available at ColumbiaGasOhio.com.